

Overview

MSA/Senscient manufactures a laser based open path gas detector (OPGD) for the detection of flammable and toxic gases named ELDS. This device comprises of a transmitter that sends a laser generated light source to a separately mounted receiver.

The ELDS detector uses a mobile device (laptop / tablet) for product configuration, commissioning, routine testing and fault diagnostics.

These mobile devices are Microsoft Windows based and run MSA/Senscient product specific software called Senscient Installation and Test Environment (S.I.T.E).

To ensure safe and reliable operation of ELDS product, the ELDS S.I.T.E software is only supplied pre-installed and tested on mobile hardware platforms that have undergone a rigorous test and validation programme.

ELDS S.I.T.E software is not available as a software only product.

This Document:

This document covers the subject of upgrading the Microsoft Windows operation systems and ELDS product specific software (S.I.T.E) on MSA/Senscient supplied mobile devices.

Hardware and Microsoft Windows operating systems:

Historically MSA/Senscient has supplied a limited range of hardware devices that meet the performance requirements of the ELDS product specific software named S.I.T.E.

Mobile devices have been supplied from the following suppliers, Panasonic, Getac, Microsoft (Surface Pro) and Ecom.

Note: Not all models from these manufacturers are compatible with the ELDS S.I.T.E software.

Mobile devices currently being supplied are installed with the Microsoft Windows 10 operating system. Earlier mobile devices may have been supplied with Microsoft Windows XP or 7.

It is the responsibility of the end user to maintain and update the Microsoft Windows operating system to a level that provides the best level of support needed from Microsoft.

Microsoft registration keys; needed for upgrading the operating system; can be found on a sticker on the underside of a laptop or are hard coded into a tablet.

ELDS S.I.T.E software update:

MSA/Senscient supplied mobile devices running a valid / registered Microsoft Windows 10 operating system and a pre-installed version of S.I.T.E software can download the latest version of S.I.T.E software free on charge by clicking on the update link within the S.I.T.E program when connected to the internet.

MSA/Senscient supplied mobile devices running earlier versions of Microsoft Windows (i.e. XP or 7) or have not be registered will need to install and register the Microsoft Windows 10 operating system in the first instance.

For MSA/Senscient supplied systems that have upgraded to Microsoft Windows 10, MSA/Senscient will re-install and test the ELDS S.I.T.E software free of charge (excluding shipping charges) by return to the factory in Poole UK.

How to return your MSA/Senscient supplied mobile device:

To return your MSA/Senscient supplied mobile device, contact your nearest MSA Channel Partner or Sales Associate and ask them to request a Returns Material Authorisation (RMA) form via Nick Walker nick.walker@msasafety.com

On return of a completed RMA form a RMA number will be issued along with shipping address details.

Check list prior to returning your mobile device for a S.I.T.E Software upgrade:

1. The mobile device must have been originally supplied by MSA/Senscient and be in good working order.
(including but not limited to: good battery condition, operational USB ports, Bluetooth module)

If supply origin is not known email david.cowan@msasafety.com with make, model and serial number in the first instance.)

2. The mobile device must be returned with its charger and charging lead as appropriate.
3. The mobile device must be returned with a valid / registered version of the Microsoft Windows 10 operation system.
4. Microsoft Windows admin rights must be provided to enable ELDS S.I.T.E software installation.
5. Return shipping documentation must display an estimated value that truly reflects the age and condition of the mobile device to avoid unnecessary customs delays.

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